

AMENDMENTS TO THE CLAIMS

1. (Currently amended) A system for processing user inquiries, the system comprising:
 - (a) a global knowledge database including a plurality of categorized responses corresponding to a plurality of user inquiries wherein each categorized response comprises at least one identifier;
 - (b) a first response system in communication with the global knowledge database, the first response system configured to provide a first categorized response included in the global knowledge database to a first user inquiry, the first response system being of a first type of response system;
 - (c) a second response system in communication with the global knowledge database, the second response system configured to provide a second categorized response included in the global knowledge database to a second user inquiry, the second response system being of a second type of response system;
 - (d) an analysis database configured to store and analyze first data relating to the categorized responses provided by the first response system and the second response system, and second data relating to the identifiers of the first response and the second response;
 - (e) a report generator configured to generate an interactive report using the data stored in the analysis database, wherein the report comprises a plurality of categories, wherein each category corresponds to at least one of: a response system, a categorized response, and an identifier of a categorized response, ~~or a combination thereof;~~ and
 - (f) ~~means for generating a recommendation based on the report~~
wherein the report comprises at least one recommendation regarding at least one response system, wherein the recommendation is selected from the group consisting of change a business process, change a specified response system, send this type of transaction to a specified response system, enhance a handling of a customer contact, automate the response to the customer, and do not change the business process, ~~and any recommendation related thereto.~~

2. (Currently Amended) The system of claim 1, wherein the identifiers are selected from the group consisting of response identifiers, system identifiers, customer

identifiers, inquiry identifiers, time identifiers, activity identifiers, status identifiers, model identifiers, vendor identifiers, and outcome identifiers, ~~and a combination thereof.~~

3. (Previously presented) The system of claim 1, wherein the first response system comprises a live-agent response system.
4. (Previously presented) The system of claim 1, wherein the second response system comprises an automated response system operable to communicate with the knowledge database independent of the first response system.
5. (Original) The system of claim 1, further comprising:
a user information database configured to store user information;
wherein the first response system is configured to retrieve information from the user information database in responding to the first user inquiry.
6. (Original) The system of claim 1, wherein the first response system and the second response system are distributed.
7. (Original) The system of claim 1, wherein the first response system and the second response system are integrated.
8. (Previously presented) The system of claim 1, wherein the global knowledge database further comprises a plurality of templates for responding to inquiries from users.
9. (Original) The system of claim 8, wherein the first response system is configured to use a first of the plurality of templates to respond to the first user inquiry and wherein the second response system is configured to use the first of the plurality of templates to respond to the second user inquiry.
10. (Original) The system of claim 9, wherein the first system comprises a live agent response system and the second response system comprises an automated response system.

11. (Previously presented) The system of claim 1, further comprising an analysis engine, wherein the analysis engine is configured to determine the number of times a categorized response is generated by the first response system.
12. (Previously presented) The system of claim 1, further comprising an analysis engine, wherein the analysis engine is configured to update the analysis database when a categorized response is generated by the first response system.
13. – 16. (Canceled)
17. (Currently Amended) A system for processing user inquiries, the system comprising:
 - (a) a first response system configured to provide a first categorized response to a first user inquiry, wherein the first categorized response comprises at least one identifier, the first response system being a first type of response system;
 - (b) a second response system configured to provide a second categorized response to a second user inquiry independent of the first response system, wherein the second categorized response comprises at least one identifier, the second response system being a second type of response system;
 - (c) a global knowledge database configured to communicate with the first response system and the second response system, wherein the first categorized response and the second categorized response are both stored in the global knowledge database;
 - (d) an analysis database configured to store and analyze data related to the categorized responses, the response systems, and the identifiers, ~~or a combination thereof;~~ and
 - (e) a report generator configured to generate a report based on the data analyzed by the analysis database, wherein the report comprises at least one recommendation regarding at least one response system, wherein the at least one recommendation is selected from the group consisting of change a business process, change a response system, send this type of transaction to a specified response system, enhance a handling of a customer contact, automate the response to the customer, and do not change the business process, ~~and any recommendation related thereto.~~

18. (Previously presented) The system of claim 17 wherein the second response system comprises an automated response system operable to communicate with the global knowledge database independent of the first response system, and wherein the first response system comprises a live agent response system.
19. (Canceled)
20. (Currently Amended) The system of claim 17 wherein ~~said report further comprises~~ that the selection of a recommendation from the report causes a display of linked additional data.
- 21 – 22. (Canceled)
23. (Previously presented) The system of claim 17 wherein the report comprises an overlaid contact graph comprising a plurality of shapes, wherein each shape comprises dimensions corresponding to the data stored in the analysis database.
24. (Canceled)
25. (New) A method for managing user inquiries, the method comprising:
- (a) receiving an inquiry from a user;
 - (b) retrieving a categorized response to the user inquiry from a global knowledge database, wherein:
 - (i) the global knowledge database includes a plurality of categorized responses;
 - (ii) each categorized response from the plurality of categorized responses comprises at least one identifier;
 - (c) via a response system, providing the categorized response retrieved from the global knowledge database to the user;
 - (d) storing an identifier of the categorized response provided to the user in an analysis database;
 - (e) storing an identifier of the response system in the analysis database; and
 - (f) generating a report using the identifiers stored in the analysis database;

wherein the report comprises an overlaid contact graph comprising a plurality of shapes, wherein each shape from the plurality of shapes has at least one dimension corresponding to data stored in the analysis database.

26. (New) The method of claim 25, wherein generating the report comprises generating the overlaid contact graph using a means for generating an overlaid contact graph.